



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**TDS Metrocom, LLC**  
**for quarter ending March 31, 2012**

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	9.10	12.10 *	9.40	10.20 *
B. Operator Answer Time - Information [730.510(a)(1)]	9.10	12.10 *	9.40	10.20 *
C. Repair Office Answer Time [730.510(b)(1)]	111.00 *	57.00	34.00	67.33 *
D. Business or Customer Service Answer Time [730.510(b)(1)]	47.00	27.00	22.00	32.00
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	17.00% *	16.30% *	12.40% *	15.20% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	3.19	4.26	3.25	3.57
H. Percent Repeat Trouble Reports [730.545(c)]	0.40%	0.90%	0.20%	0.50%
I. Percent of Installation Trouble Reports [730.545(f)]	2.59%	1.65%	2.17%	2.14%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



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